AWS Marketplace Seller frequently asked questions (FAQ) guide

Updated March 2025

Table of contents

Purpose of the guide

In this guide you'll find answers to commonly asked questions for sellers in AWS Marketplace. You can jump to specific sections using the table of contents or the navigation on the left-hand side of each page. You'll also find related documents and resources at the beginning of each section.

Registration 03

Disbursement 08

Server Products 11

Container 13

SaaS 14

Professional Services 17

Preparing your product 19

Submitting your product 20

Marketing your product 22

Reporting 24

Security 26

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Registration



Related documents

- Seller registration process

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Why can't I use an AWS Account created before Sept 27th, 2017?

Accounts established prior to September 2017 do not possess complete access to the disbursement features required for utilizing AWS Marketplace. To register in AWS Marketplace, a new account must be created and by default, this account will have the most recent payment capabilities.

What are the listing fees?

The listing fee, as determined by the Tiered Listing Fee model, is a percentage of transaction proceeds (excluding transaction proceeds from resale by authorized resellers of authorized resale products.)

Listing fees are deducted at the time of disbursement to sellers after the buyer pays the AWS invoice. Listing fees are assigned automatically at the time an offer is created in AWS Marketplace. The expenses are determined by quarterly-revised regulations. For private offers, sellers must contact AWS Marketplace support to get the correct listing fee applied before sharing the offer with buyers.

Please log into your AWS Marketplace Seller Account and refer to the AWS Marketplace Seller Terms for more information.

How do I close my AWS Marketplace account?

At present, we do not terminate AWS Marketplace accounts. We can restrict current listings that keep new buyers from subscribing. Buyers may continue to have unrestricted access to the product even after a listing is restricted, until the end of their subscription or contract.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Registration

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

What should I enter in the Tax Interview?

Depending on the business you conduct the tax information interview with, either a W-8 or W-9 form will be generated. W-9 forms are typically used by entities based in the United States. The tax information interview is the process during which you will provide the details regarding the entity you are registering and utilizing with AWS Marketplace, such as the address and country. This is to determine the location for the tax information interview. Certain countries mandate the provision of value-added tax (VAT) information, whereas others may not have such a requirement. Please review our Eligible Jurisdictions guide for more information.

Key things to enter in the tax interview when registering as an AWS Marketplace seller:

- Your business legal name and DBA (doing business as) name if applicable.
- Your business address, phone number, and website.
- Your business tax ID number (EIN in US).
- Your business type (individual, corporation, partnership etc.).
- Details on whether your business sells physical products or is service-based.
- Your nexus states—states where your business has a physical presence.
- Whether you need to collect sales tax in the nexus states.
- Your products' tax code based on if they are taxable or non-taxable.
- Your VAT registration number if selling in Europe.
- Your business owners' identity information such as SSN for sole proprietorship.
- Your business bank account information if selling paid products and for receiving payments from AWS.
- Digital signature of an authorized representative.

Providing accurate tax and business information is important to ensure you comply with all relevant laws and are paid correctly for your AWS Marketplace sales.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Registration

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I update my business location?

You can follow the below steps:

1. Log in to your AWS Account and navigate to the AWS Billing Console.
2. Update your Tax Address and input your Tax Registration Number (TRN) under the Manage Tax Registration tab.
   a. See how AWS determines the Tax Address of your account here.
3. Go to the settings page on the AWS Marketplace Management Portal (AMMP) and ensure that the account location matches the country selected in the Tax Information under the "Payment Information" tab.

How do I update my legal business name?

To update your legal business name, please reach out through the AWS Marketplace contact us form.

How do I update the display name on my product page?

You can update the display name/publisher shown on your product page, navigate to:

- AWS Marketplace Management Portal
- Settings
- Edit

There, you will be able to edit the display name, company website, and bio.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Registration

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Can I transfer listings to another AWS Marketplace seller account?

No, listings cannot be transferred between seller accounts. The AWS account used to register as a seller and list a product in AWS Marketplace cannot be changed or transferred to a new AWS Account ID. This account is tied to all interactions and transactions for that listed product. However, if you want to sell your products under a different AWS account, you will need to:

1. Register the new AWS account as an AWS Marketplace seller by completing the steps in AMMP.
2. Create and list the product again under the new seller account.
3. Restrict the existing product from the original seller account which will not have an impact on existing subscribers.
4. Additionally, we can encourage existing buyers to move over to the new replacement listing(s) under the new account.

Some things to note:

- The original seller account will no longer receive payments or have access to manage that product listing.
- Buyers will see it as a new, different product by a separate seller.
- Ensure you have access to necessary assets, codes, and resources tied to the original product before de-listing and moving to new account.

Why can't I enter banking/tax details into AMMP?

Before banking details can be submitted, the tax interview must be completed.

What do I do if I don't have a valid VAT number?

To comply with tax requirements, a valid VAT number is necessary in order to sell paid and bring your own license (BYOL) products. Free products do not have a tax liability and can be listed without providing a VAT number.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Registration

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Why is my country not an eligible jurisdiction?

The availability of AWS services and features is contingent upon the AWS region. Regulatory compliance or other constraints may prevent particular services, features, or account types from being supported in some regions.

To list a product in AWS Marketplace you must be located in an eligible jurisdiction. Please review the following section from the Seller Guide for a comprehensive list of those regions:

- Eligible jurisdictions for paid products
- To sell paid software in AWS Marketplace, you must be a permanent resident or citizen in one of the referenced countries or Special Administrative Regions (SAR) or a business entity organized or incorporated therein.

How do I register as a seller?

To begin the registration process, you need to choose the AWS account that will serve as your AWS Marketplace seller account. During the registration process, you'll provide public profile details such as your company logo and website that will be shown to buyers in AWS Marketplace.

This account will serve as the official seller for your products in AWS Marketplace and will be utilized for reporting, disbursement, and communication from AWS Marketplace.

After utilizing an AWS account to enroll as a seller and list a product in AWS Marketplace, you won’t be able to change the account associated with the product. We advise creating a new account for the purpose of registering as a seller in AWS Marketplace.

For **free** products, only a public profile is necessary. Refer to the Seller registration process and Seller Workshops for the step-by-step process.

To register in AWS Marketplace and sell both paid and BYOL products you must provide your tax information along with your US bank account details. You can utilize Hyperwallet to obtain a virtual US bank account if you don't already have one.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Disbursement



Related documents

- Vendor Finance Success guide
- Disbursement and buyer billing

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

What is the status of my disbursement?

Once funds are collected from your subscribers, AWS disburses payments/revenue to sellers, less the AWS Marketplace Listing Fee (as defined in the Terms and Conditions for AWS Marketplace Sellers in place between you and AWS). The disbursement is contingent on a net positive balance owed to the seller. A seller can have a net negative balance if they have issued more in refunds than they have collected in revenue.

Disbursements occur monthly or daily depending upon the disbursement preference set by the partner in AMMP. If an Independent Software Vendor (ISV) or Channel Partner (CP) selects monthly disbursement, they can choose the day of the month they want to receive their disbursements.

- E.g., If a seller has selected the monthly disbursement preference and selected 15th as the day of the month for monthly disbursements, then all invoice payments collected prior to the 15th will be received by the partner in that month's cycle.

If the partner has selected daily disbursement, disbursement will happen daily if there is any outstanding payment.

Sellers can check if an invoice is collected and disbursed through the new seller insights dashboards, particularly the collections and disbursement dashboard.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Disbursement

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Can I remove or change my banking information?

To update your AWS Marketplace banking information, go to:

- AWS Marketplace Management Portal
- Settings
- Payment Information
- Update Banking Information

For additional information regarding banking, please see our guide on Providing bank account information.

Where can I find the bank account details associated with my account?

You can find the bank details associated with your AWS Marketplace seller account by navigating to:

- AWS Marketplace Management Portal
- Settings
- Payment Information
- Update Banking Information

After the buyer pays the invoice, when will I receive the disbursement?

Disbursements occur monthly or daily depending on the disbursement preference set by the partner in AMMP. You can verify or set your preference by navigating to:

- AWS Marketplace Management Portal
- Settings
- Payment Information
- Update Baking Information
- Disbursement Preference

Where is my disbursement report?

We recommend using the collections and disbursement dashboard for your disbursement requirements rather than the legacy reports.

The collections and disbursement dashboard updates daily at 4:00 PM PST (midnight UTC).

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Disbursement

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I clear an outstanding balance if the buyer hasn't paid?

You can submit a refund and cancellation request to the AWS Billing and Accounts team by navigating to:

- AWS Marketplace Management Portal
- Support
- Refund Requests

There, you'll find the required form. Once submitted, the team will waive the charges to clear the buyer's outstanding balance. You can work with the buyer to provide the details required in the form.

I received a disbursement report but no disbursement?

Receiving a disbursement report but no disbursement can be the result of a failed disbursement attempt. Ensure your banking details are accurate in the AWS Marketplace Management Portal and the funds will be disbursed in the next disbursement cycle.

If you review your banking details and find no errors but are still having trouble, please contact us.

Why did I receive this disbursement?

You can use the collections and disbursement dashboard to track disbursements you've received.

If you have received a disbursement and can't determine the origin, please contact us.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Server Products



Related documents

- AMI-based products
- AMI-based delivery using CloudFormation

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Can we offer both x86 and ARM architectures in one listing?

You cannot offer both x86 and ARM architectures in a single listing in AWS Marketplace. Each product listing can only contain images for a single architecture. If you want to offer your S-AMI image for both x86 and ARM, you need to create separate product listings for each architecture.

How do I resolve scanning issues?

Amazon Machine Images (AMI) must not contain passwords, authentication keys, key pairs, security keys, or other credentials for any reason. Please review the Best practices for building your AMIs guide which provides more detailed information on the above issues.

For further review, see the Single-AMI products and AMI-based product requirements guides.

How do I submit my AWS CloudFormation Templates (CFT) for new listings/versions?

Use your existing Product Load Form (PLF) or you can navigate to the AWS Marketplace Management Portal, and under the **Assets** tab choose **File upload**. Under **Product load forms and seller guides**, you can download the PLF for your product.

Then, update the CloudFormation section of the PLF with the new CFT. Once completed, navigate to the AWS Marketplace Management Portal, and under the **Assets** tab, choose **File Upload**. On the **File Uploads** page, upload your updated PLF and any CFTs.

Note: The file uploader provides a secure transfer mechanism and a history of submitted files. The uploader automatically notifies the AWS Marketplace team to begin processing your request. As such, please include a description of the submission (adding new version, changing price, changing metadata, and so forth.)

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Server Products

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Is it possible to change the base image while adding new version?

At this time, you cannot add a second offering to your current listing with a different Operating System. We recommend creating a second listing with the alternative Operating System.

Why can't I see my AMI in AMMP?

The AMI must be created in region us-east-1 for it to appear in AMMP. Please also ensure that AWS Marketplace has been given access to the AMI using our guide: Give AWS Marketplace access to your AMI.

Why is my AMI Ingestion role no longer working?

Try creating a net-new role following our guide Give AWS Marketplace access to your AMI. If this does not resolve the issue, please contact us.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Container

Related documents

- Container-based products

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I remove the "placeholder" version?

The placeholder version is automatically suppressed onsite once a product enters public visibility.

Can I add a different delivery method to my listing?

Yes. To do this you have to add a new version of the listing from the AWS Marketplace Management Portal. Then, you will have the option to add a new delivery option for the listing. Here you can select "Helm Chart" or "Container Image".

For more detailed steps, please review the section “Adding a new delivery option” in the “adding a new version of your product” section of the Seller Guide.

I would like to add a Helm Delivery message but receive this error: *Provide a valid helm chart URI hosted on AWS Marketplace repository.* What should I do?

To add repositories, upload images, and add delivery options, please review the “Getting started with container products” section of the Seller Guide.

The repository will have this structure:

`<repositoryID>.dkr.ecr.us-east-1.amazonaws.com/<sellerName>/<repositoryName>.`

When you add items to the repository (in the following procedure), they will get a tag and have this structure:

`<repositoryID>.dkr.ecr.us-east-1.amazonaws.com/<sellerName>/<repositoryName>:<tag>.`

The `repositoryID` is an internal ID for AWS Marketplace. The `sellerName` is based on the name you created for your seller account. You define the `respositoryName` in this step. The tag is set when you upload an artifact to the repository.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

SaaS



Related documents

- SaaS-based products
- SaaS Contract
- SaaS Contract with Pay-as-You-Go
- SaaS Subscription
- Serverless Quickstart Integration

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I make changes to my SaaS product?

You can edit your SaaS product listing by logging into AMMP, selecting the "Products" dropdown, and choosing SaaS.

You will be shown your SaaS listings, and you can choose the one you want to edit by selecting the listing and clicking the "Request Changes" dropdown menu at the top right.

From this dropdown, you can determine the change you would like to make.

Please see our SaaS product settings guide for more details on updating your SaaS listing.

How do I add a free trial to my SaaS product?

Please review the “creating a SaaS free trial offer” section of the Seller Guide which outlines how to add a free trial to your SaaS product via AMMP.

Can I remove pricing dimensions for SaaS products?

All dimension restriction requests must be submitted through the AWS Marketplace contact us form.

For SaaS contract products, pricing dimensions can only be removed if that dimension does not have active subscribers. If there are current subscriptions using those pricing dimensions, we are not able to process this request.

For SaaS subscription products, if there are active subscribers to the listing, you’ll need to confirm the date you would like the dimension removal to go into effect.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

SaaS

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I edit my SaaS listing while in limited status?

If there is an active Legacy Request for the Limited Listing, please cancel the request and use the new self-service process:

1. Log into AMMP and select SaaS from the "Products" dropdown.
2. Select the product you would like to edit and choose the "Request Changes" Dropdown Menu at the top right.

Please review the guide "SaaS product settings" section of the Seller Guide for more detailed information.

Are there any guides related to offering my SaaS product through AWS Marketplace?

We provide all guides, documents, and steps needed to get your SaaS product successfully listed in AWS Marketplace. As a first stop, please review the "SaaS-based products" section of the Seller Guide.

Additionally, please review our SaaS product guidelines and our hands-on SaaS Workshop: List SaaS-based products.

How do I complete integration for my SaaS product?

Please review the following documentation to get your SaaS product integrated and listed in AWS Marketplace based on your selected pricing model:

- SaaS Contract
- SaaS Contract with Pay-as-You-Go
- SaaS Subscription

We recommend using our Serverless Quickstart Integration for easier integration. Please see our Workshop Lab: Integrate your SaaS (with AWS Quickstart example) for step-by-step instructions.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

SaaS

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

What are the Amazon Simple Notification Service (Amazon SNS) topics for my product?

The following Amazon SNS topics are available for SaaS products:

- Amazon SNS topic: aws-mp-entitlement-notification:
  - This topic notifies you when buyers create a new contract, upgrade it, renew it, or it expires.
  - This is only available for products with pricing models that include a contract, also known as **SaaS Contracts** and **SaaS Contracts with Consumption (Overages).**
- Amazon SNS topic: aws-mp-subscription-notification
  - This topic notifies you when a buyer subscribes to or unsubscribes from a product and includes the offer-identifier for private offers and a free trials flag for SaaS free trials.
  - This is available for all pricing models, including contracts and subscriptions, also known as **SaaS Subscriptions**, **SaaS Contracts**, and **SaaS Contracts with Consumption (Overages).**

Depending on your SaaS product's pricing model, the Amazon SNS topics for the SaaS listing can be found in AMMP within the product overview after the listing has been published to Limited status.

Please review the AWS Marketplace Seller Guide for additional reference relating to Amazon SNS notifications:

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Professional Services



Related documents

- Professional services products

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I submit my product logo?

You can add your product logo in the product details section during the product submission process. The product logo field is a public Amazon Simple Storage Service (Amazon S3) URL that points to an image file that represents your product. The logo is uploaded during product submission and stored in AWS Marketplace. You can review the "Providing details for a professional services product" section of the Seller Guide for more information.

NOTE: The Amazon S3 URL that you provide must be publicly available. This is a property of the Amazon S3 bucket in which the file resides. For more information, see the "Configuring block public access settings for your S3 buckets" section of the Amazon S3 User Guide.

What do I enter in the pricing section?

For a Professional Services listing, you do not set a set price. The pricing model for this type of listing is a "private offer" where a customer reaches out to you after finding your listing in AWS Marketplace and an agreement between both parties is made.

For further details, you can review the following resources:

- Professional Services Details
- Private Offers

How do I format the description text?

To make changes to the metadata, you can self-serve from AMMP. Navigate to the Professional Services products page, select the product, and click "request change" to update product information.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Professional Services

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

After a buyer completes the service request form, how do I view the request?

When a potential buyer views your product in AWS Marketplace, they can't purchase it directly. When they attempt to subscribe, they are redirected to request a private offer from you. AWS Marketplace sends an email to your AWS Marketplace seller account root user email address informing you that the customer has requested a private offer.

Please review the "Creating private offers" section of the Seller Guide for more details and instructions for how to respond to this request.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Preparing your product



Related documents

- Preparing your product

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I submit a refund?

You can initiate refunds for your product software usage by submitting a Refund Request Form.

Once received by the AWS Marketplace Buyer Support Team, a related support case will be created in the AWS Support Center Console, with the refund status noted in the subject line.

Refund-related support is facilitated directly through these cases. For more information, review the "Getting started with AWS Support" section of the AWS Support User Guide.

How do I refund charges from our own testing?

You can follow the same process when refunding buyers. Initiate refunds for your product software usage by submitting a Refund Request Form.

How can I get an update on a refund request?

Refunds are processed by the AWS Marketplace Buyer Support Team. A related support case will be created in the AWS Support Center Console with the refund status noted in the subject line.

Refund-related support is facilitated directly through these cases. Reach out to the team directly to follow up on refund requests.

Can I apply formatting to my metadata?

Markdown formatting is supported in the Short Description and Long Description text fields.

Can I geofence my listing?

Yes, you limit access to your product by AWS regions and countries. Please see the "Regions and countries for your AWS Marketplace product" section in the Seller Guide for additional information.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Submitting your product



Related documents

- Submitting your product

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I update my listing?

Product listings can be managed through the AWS Marketplace Management Portal. Please navigate to your product using the products tab.

Once there, select the "request changes" dropdown to make the desired updates.

How can I test my listing?

New listings are first published to a limited state that is only visible to your seller account and any other internal allowlisted accounts you determine.

Once published to limited, you can subscribe to the listing to complete any necessary testing before going live.

If you incur any software charges during testing, you can refund those by submitting a Refund Request Form.

Do price increases and decreases impact current subscribers?

A notification email to current customers is sent after the price change has been published.

You can find more details regarding product changes here.

How do I take down a listing?

Product listings can be managed through the AWS Marketplace Management Portal. Please navigate to your product using the products tab. Once there, from the "request changes" dropdown, select "Update product visibility", then "Restricted". Once submitted, the takedown process will be initiated. For some product types, you may be asked to contact us to make the change.

Products themselves cannot be removed or deleted from the AWS Marketplace Management Portal.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Submitting your product

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Why am I receiving unsupported character errors?

If you are receiving an unsupported character error, review the text to ensure there is no hidden formatting.

You may be able to remove hidden formatting by copying the text into a plain text editor before pasting back into the product listing form.

If you continue to have issues with this error, please contact us.

How do I subscribe to my product's Amazon SNS topic?

Please review our guides on Amazon SNS Notifications for your chosen product type below:

- Amazon SNS notifications for SaaS products
- Amazon SNS notifications for AMI products
- Amazon SNS notifications for container products

Can I publish new listings programmatically?

New listings cannot be published programmatically at this time. However, current listings can be managed via the AWS Marketplace Catalog API.

Please review the linked guide for supported actions.

How do I update my products' logos?

Product logos can be managed through the AWS Marketplace Management Portal. Please navigate to your product using the products tab.

Once there, select the "request changes" and then "Update product information" to add the Amazon S3 URL for your new logo.

How do I move my restricted listing back to limited status?

To move your listing from a restricted status to limited, contact the AWS Marketplace Seller Operations team.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Marketing your product



Related documents

- Marketing your product

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Is it possible to get metrics like click-through rate or footfall for products listed in AWS marketplace?

AWS Marketplace does not offer metrics like click-through rate or page views for listings.

What is the customer review publication process?

AWS Marketplace customer reviews must meet the review guidelines listed in the "product reviews" section of the AWS Marketplace Buyer Guide.

Review submissions are not released in AWS Marketplace until after the submission is reviewed to verify it meets our review criteria.

Syndicated review organizations use their own unique processes to validate their reviews and aren't reviewed by AWS Marketplace before release. If you think that a syndicated review on your product doesn't meet the product review guidelines or a review of your product contains objectionable content, contact the AWS Marketplace Seller Operations team.

When will my new, public listing be searchable in AWS Marketplace?

It may take a few hours after publishing for your product to be searchable in AWS Marketplace. If you are not able to search for your listing 24 hours after publishing to public, please reach out to us via our contact us form.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Marketing your product

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I comment on reviews?

Once a product review has been posted, you can use the comments feature to respond to the reviewer.

Review the product review and review comment guidelines for more information.

When will reviews appear on my listing?

Please allow 1-2 hours after review approval for the review to populate on your listing.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Reporting



Related documents

- Seller reports, data feeds, and dashboards

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I change, modify, or cancel reporting email notifications?

The reporting notifications are sent to the root email of the AWS account and additional emails cannot be added at this time.

However, other users can be granted the AWS Identity and Access Management (IAM) permissions needed to access the reports and dashboards in AMMP. Please see the "Permissions for AWS Marketplace sellers" section of the Seller Guide for more information.

The frequency of reporting notifications cannot be modified. If you would like to stop receiving reporting notification emails, please reach out to us via our contact us form.

How do I find additional customer details?

To protect customer information, we do not share personally identifiable information (PII) or any other information beyond what's included in reports and dashboards.

If a buyer wants to reach out for support, they can do so through the support information provided in the product listing.

Where can I find revenue and disbursement details? How do I export them?

Billed revenue and disbursement details can be found via the Insight tab in AMMP, under the Finance Operations Dashboards.

Billing and disbursement details can be exported via the granular data section of the dashboards.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Reporting

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

Why am I receiving more invoices/disbursements than what I see in the Disbursement Report?

The legacy Billed Revenue and Disbursement Reports only display the AWS Inc. Seller of Record transactions.

To see all of your billing and disbursement data, please use the Finance Operations Dashboards via the Insight tab in the AWS Marketplace Management Portal.

How do I get access to review the reports?

By default, AWS Marketplace system administrators for seller accounts have access to all dashboards and reports in AMMP.

Administrators can provide access to additional users and can review the "permissions for AWS Marketplace sellers" and "accessing dashboards" sections of the Seller Guide for more information.

The Daily Business Report usage appears to be wrong, are there any issues with reporting?

We recommend using the Usage Dashboard to track customer consumption for SaaS and server usage-based products. You can access this dashboard via the Insight tab in AMMP. For actual revenue tracking, please use the Billed Revenue Dashboard.

When will the dashboards and reports be updated?

Dashboards are updated daily at 4:00 PM PST. Please see the "seller dashboards" section of the Seller Guide for more information.

How do I set up my Amazon S3 bucket for Seller delivery data feeds service (SDDS)?

The Amazon S3 bucket creation and subscription to data feeds is an automated 2-in-1 process via CloudFormation. Please review the "accessing data feeds" section of the Seller Guide for more information. You can also check out a video walkthrough here.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Security

Related documents

- Security

Home

Registration

Disbursement

Server Products

Container

SaaS

Professional Services

Preparing your product

Submitting your product

Marketing your product

Reporting

Security

How do I give others access to AMMP?

AMMP permissions are managed via IAM policies within your AWS account.

Review the "policies and permissions for AWS Marketplace sellers" section of the Seller Guide to determine the correct permissions to provide to your users.

How do I access the reports tab in AMMP?

You may need the `aws-marketplace-management:viewReports` permission added via IAM to allow access to the Reports page in AMMP.

Review the "policies and permissions for AWS Marketplace sellers" section of the Seller Guide for more information.

How do I get access to the AWS Marketplace Seller Account?

To access or transfer access to AMMP, ensure you are logged into the AWS account associated with the seller account.

If you are unable to log into your AWS account or need to regain access, review the "Troubleshooting AWS account sign-in issue" and "resetting lost or forgotten passwords or access keys for AWS" sections of the AWS User Guide.

How do I give permissions to the insight dashboards?

Review the "accessing dashboards" section of the Seller Guide, which explains the IAM policies for users to access the dashboards.

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Thank you for choosing AWS Marketplace!

If you have any more questions, don't hesitate to reach out:

Contact us



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.